Reauthorization of FordPass Connect TCU.

This procedure is meant to help users who have feature or connectivity issues with their FordPass application and/or Telematics Control Unit (TCU).

FordPass Phone Application
Open the app on all phones.
- Delete the vehicle from the account on the secondary user's phone, close the app, delete the app from the phone, reboot the phone.
- On the primary phone delete the vehicle from the account, close the app, delete the app from the phone, reboot the phone.
- DO NOT install FordPass at this time on the phones.

Sync Vehicle Application
Remove both phones from the vehicle.
- Remove the vehicle pairing from both phones. Reboot the phones. (It is important to reboot the phones to clear the cache of all instances of the BT pairing.)
- Now that both phones do not have FordPass installed, go to the vehicle and preform a Master Reset of the Sync APIM.
    - Select Settings in bottom feature bar on the SYNC 3 touchscreen.
    - Select General.
    - Scroll down to Master Reset.
    - Select Master Reset.
    - Select Continue on the pop-up message.
    - The Sync APIM will reboot. This will take several minutes.
- Once the APIM comes up and has finished booting and loading maps, pair the primary user's phone ONLY to the vehicle.

FordPass Application Installation
Once the phone is paired and the contacts download, etc., you may proceed with installing FordPass on the primary cell phone ONLY.
- Once FordPass is loaded, sign into the app.
- First check that the vehicle is NOT listed on the account. If it is, then the vehicle will need to be deleted.
- If the vehicle is not listed, add the vehicle to the account following the instructions in the FordPass app.

Reauthorization of FordPass
Now it is time to authorize the modem…
- Start the vehicle. The vehicle must be running to complete the authorization.
- Select "Activate Vehicle" and wait for the app response to say the authorization is pending. You should receive a message in the FordPass app stating that the authorization is pending.
- Watch the APIM for the authorization prompt. Select "Yes".
- The FordPass app should reflect the vehicle is authorized and start populating the features. You should receive a message in the FordPass app the vehicle is authorized. If you do not receive the messages, then the Ford servers are very busy or there is an issue with the account.
- Once this is completed, shut down the vehicle for 15 minutes or so.
- You may now add the secondary user's phone to the vehicle and to FordPass if desired. Do NOT attempt to authorize the vehicle from the secondary user's phone.